



2020 UPDATE

Together We Can

2030 STRATEGY

6

Making Sustainability Real



8

Better Environment



10

Better Community



12

Better Business

Contents

Welcome page 2

Imagine... page 4

Making Sustainability Real page 6

Better Environment page 8

Better Community page 10

Better Business page 12

Better Performance page 14

Governance / Assurance Statement page 16

Welcome from our CEO

What does the future look like?

At a time like this, it seems harder than ever to predict what the next few years will hold. As we write this introduction, the UK and the world are facing a global crisis unlike anything faced before. The Covid-19 pandemic has forced us to re-evaluate the way we work, travel and interact.

Covid-19 has demonstrated beyond doubt that we are living in a single biosphere. What happens in Wuhan can have consequences in Westminster in a matter of days. The great benefits of our increasingly interconnected, globalised world can also bring new dangers.

Canary Wharf is a place with resilience built into its very fabric, and that is what has allowed us to respond so quickly and efficiently to the Covid-19 pandemic. It is that same resilience that will allow us to build back better from this pandemic, founded on close relationships with our tenants, customers and suppliers in order to tackle the climate crisis together.

We are proud of what our team has achieved over the last year, in particular our pioneering work on reducing plastic waste and eliminating waste going to landfill. This report sets out some of those achievements.

But we can go much further. As we emerge from the Covid-19 crisis, there is an unprecedented opportunity to come back greener and smarter.

Our commitment to ambitious Science Based Targets demonstrates our renewed determination to effect real, measurable change.

The science is increasingly clear and compelling. The situation is already at a tipping point.

We must all take responsibility for climate change and act now to reduce our emissions. It is time for everyone in a position of influence to step up and shoulder responsibility.

Only then can we look our children and grandchildren in the eye and tell them we have done our duty to the planet which they will inherit.

As Chief Executive Officer, I take full responsibility for the environmental, social and governance priorities of our business.

We are steadfast in our resolve to do not only all we can as an organisation, but to harness the power of our stakeholders to do everything we can as a collective. This means involving our entire value chain, our tenants, our suppliers, and our community in this mission.

It is only by working collaboratively through innovation and determination, that we can deliver the change we need to see.

Together we can do it.



Shobi Khan
CEO
Canary Wharf Group plc



Vision, Mission & Values

VISION

Transform urban spaces into extraordinary environments

MISSION

Empower our people

Engage our communities

Create sustainable places

VALUES



Excellence

Commit to achieving the best with integrity.



Engagement

Develop our people, communities, stakeholders and sustainable environments and be exceptional while respecting others.



Collaboration

Make use of our vast experience and knowledge to work effectively together.



Ownership

Take responsibility and pride in what we deliver. Everyone has the opportunity to make a difference.



Innovation

Embrace change and encourage innovation.

Imagine...

Together We Can

Imagine a world where all of the United Nations Sustainable Development Goals (SDGs) are met. We have 10 years to meet these goals, that's why the SDGs are an integral part of the CWG Strategy. We have aligned ourselves with the SDGs, focusing on those Goals that will make a significant impact. The Goals give us a framework for a sustainable future; by working together, we can make this vision a reality.

Climate Action

Imagine a commercial district that uses its collective impact to help prevent global heating, where we can join together with our tenants to be more impactful and innovative, helping to secure cheaper and cleaner energy. We've developed Science Based Targets and as part of the Better Buildings Partnership Climate Change Commitment we are working on a net zero carbon roadmap to help guide us in our journey to becoming a carbon neutral organisation.

Beyond Zero Waste

Imagine a district where nothing is wasted; where every resource is recirculated and reused. That's the vision we have for Canary Wharf. We're a leader in plastic and waste reduction, and we want to use our expertise to tackle not only plastic, but all waste.



Wellbeing & Biodiversity

Imagine a place where physical and psychological wellbeing of every individual is enhanced. Wellbeing is key to how we approach our developments and how we engage with our customers, employees, visitors and the local community. Our wellbeing programme includes clear targets for increasing biodiversity across the Estate, improving air quality and providing mental health support.

Responsible Business

Imagine a district that creates more than it uses; where positive impact within our community is tracked, monitored and reported regularly. We have a 30-year history of positive impact within our community, through support of local business and charities, volunteering in local schools, and delivering projects that create real value for all our stakeholders.

Making Sustainability Real

For the past 30 years, our strategy has been centred on building places that are better for everyone. We've been focused on creating extraordinary environments that meet the needs of today while preparing for the challenges of tomorrow. This means driving a circular economy, where nothing is wasted, and designing creatively, in a way that allows human wellbeing and biodiversity to flourish. It means reducing our carbon footprint and building in climate change resilience. Most importantly, it means creating spaces that hold something for everyone – whether you work here, live here, or just come to relax.

We continue to tackle the climate and ecological crisis by addressing our impacts throughout our operations. To do this, we are focusing our strategy into four key areas:

Climate Action | Beyond Zero Waste | Wellbeing | Responsible Business

These four focus areas will allow us to tackle our biggest environmental impacts and maintain our commitment to ethical and responsible business. We are setting our sights on long-term goals; the targets we're developing are bold, ambitious, and far-reaching. To make sustainability real, we all must pioneer, lead, evolve, optimise and measure.



Crossrail Place Roof Garden



Better Together

Better Environment

- Advocating health, wellbeing and creativity
- Promoting long-term sustainable results
- Making a positive contribution to resource ecosystems and climate change

Better Community

- Being a good neighbour
- Offering economic opportunity
- Supporting projects and organisations that improve lives

Better Business

- Ensuring sustainable sourcing by working closely with suppliers
- Enabling future talent to flourish
- Supporting access to new markets and addressing socio-economic challenges

Better Performance

- Designing, monitoring and minimising resource use throughout the lifecycle
- Reducing energy use and emissions
- Delivering high quality developments

PIONEER

LEAD

EVOLVE

OPTIMISE

MEASURE



Better Environment

As a developer and landlord, we have a big part to play in making spaces that work for everyone. From enhancing biodiversity and wellbeing, to reducing emissions and plastic usage, we are committed to making our developments the best possible spaces for everyone who uses them. We are using the momentum we have built over the last 30 years to carry us forward into a new decade of action, creating healthy spaces that benefit everyone.

Since the inception of Canary Wharf in 1987, we've always strived to stay at the forefront of progress and innovation. We're carrying that same attitude as we move into a new decade of progress, creating a sustainable district of the future. We've set out some challenging targets for the next decade which will help us tackle our impacts and create a better environment for everyone.

[Visit our online report for the full Better Environment section](#)

HIGHLIGHTS

34%

reduction in overall emissions since 2012.

ZERO

waste to landfill from our managed areas since 2009.

3,576,293

million pieces of single-use plastic avoided or recycled in 2019.

1st

commercial centre to achieve Plastic Free Communities status.



Westferry Circus

Tackling the Climate Crisis

We are committed to reducing our greenhouse gas emissions in line with a 1.5°C warming scenario. In 2020 we are launching our Science Based Targets, which we are using to drive carbon reductions across all our activities and those of our tenants and the wider Canary Wharf Group community.

In 2019 we signed the Better Buildings Partnership Climate Change Commitment, furthering our commitment to reducing our impacts and striving for a zero carbon future. As part of this commitment we will be publishing our own net zero pathway in 2020, and we will publicly report progress annually.

- We commit to reduce absolute Scope 1, 2 and 3 GHG emissions from downstream leased assets by 65% by 2030 from a 2017 baseline.

- We commit that 60% of our suppliers by emissions covering purchased goods and services will have Science Based Targets by 2025.

Better Community

We're creating a place that benefits everyone, not only by providing enriching spaces but by supporting our local economy, schools and talent. We believe that everyone should benefit from our developments, which is why we've been committed to working closely with the community since day one. Today, we provide financial support, space and our employees' skills and time to schools, businesses and charities in our local community.

Since 1987 we have transformed the docklands into a thriving district, reclaiming a former industrial site and turning it into a place that supports economic growth, fosters creativity and promotes wellbeing. By creating truly inclusive spaces, we are creating a better place for the whole community.

[Visit our online report for the full Better Community section](#)

HIGHLIGHTS

£216.5 million
in local spend in 2019.

1,711
local people attended community insight events at our sites and offices in 2019.

36%
of CWG's spend was with local businesses in 2019.

£2.9 million
in donations and in-kind support to local community in 2019.

Engaging the Local Economy

A thriving economy is the cornerstone of a strong community; when local businesses are successful, the whole community benefits. Since 1997, we have been committed to supporting the local Small, Medium and Micro Enterprise (SMME) business community through initiatives such as East London Business Place and South London Procurement Network, helping them to get started, scale up and grow. By supporting SMMEs, we are helping to secure a sustainable economy for our local communities.



East London Business Place

East London Business Place

East London Business Place (ELBP) has been helping local businesses to grow and succeed in East London and the Thames Gateway since 1997. The project was set up to ensure that the SMME community would benefit from the development which had started at Canary Wharf and was the catalyst for further development in the surrounding areas.

South London Procurement Network

Canary Wharf Group established South London Procurement Network (SLPN) in 2012 to provide business support to SMMEs close to our Southbank Place development and to promote local procurement for the project, bringing together small local suppliers and big contractors working on the project.

Better Business

A responsible business is one that looks ahead to the future and anticipates the challenges of tomorrow. We are building developments that are future-ready; investing in clean technology, supporting our local economy, and investing in the workforce of today – and tomorrow. We want to empower those who work with us to tackle the big challenges we’re facing while maintaining the attention to detail that has been our signature for the past 30 years.

One of our core values as an organisation is that we are committed to doing the right thing with integrity. We listen closely to what our stakeholders tell us, and we always maintain open and honest communication. We want to make our stakeholders proud of the places we create, and to make Canary Wharf Group a better business for everyone.

[👉 Visit our online report for the full Better Business section](#)

HIGHLIGHTS

1 million
hours worked without a serious work-related injury on all large-scale projects.

7th
consecutive year Canary Wharf Management achieves RoSPA Gold Award.



Crossrail Place Roof Garden

Time To...

We believe the mental health and wellbeing of our workforce is paramount. In 2019, we launched 'Time To...', a wellbeing campaign that focuses on individuals' physical and mental wellbeing. Each month, specific topics are highlighted to help our staff achieve their potential and create a sense of fulfilment. There is a dedicated 'Time To...' page on the internal network which sets out to empower staff to seek help when they need it and support them to develop skills that equip them not only for work, but for life.

In 2018 we established a Mental Health First Aid network, which includes over 40 mental health first aiders from across the business. These individuals have been trained to offer first line help for mental health issues and to ensure follow-up, making sure each of our 1,309 employees has access to the support they need.

Better Performance

Our vision and purpose have helped us to deliver one of the largest regeneration projects ever undertaken in Europe. Over the past 30 years, we have created a vibrant, healthy district where people, biodiversity, and the economy can flourish. We've monitored our progress carefully, and we report on it annually in a transparent and honest manner. The escalating climate and ecological crises mean that this reporting is more important than ever. Our comprehensive strategies for Climate Action, Beyond Zero Waste, Wellbeing and Responsible Business include specific, measurable targets that will help us to deliver on our long-term commitments; becoming carbon net zero, delivering biodiversity net gain, and creating a world-leading circular economy.

[Visit our online report for the full Better Performance section](#)

Environmental Data - 2019 Performance at a Glance

KPI	BASELINE YEAR	2019	IMPROVEMENT ON BASELINE YEAR	UNIT	2019 PERFORMANCE AGAINST BASELINE & VISUAL COMPARISON
CARBON Total carbon dioxide emissions CWG % change from 2012 baseline year	46,689 (2012)	30,818	15,871	TCO _{2e}	In 2019, we generated 15,871 tonnes less carbon dioxide emissions than 2012 baseline, which is the equivalent of almost 2,000 typical UK households.
		-34%			
WASTE Management Total Waste % change from 2015 baseline year	8,383 (2015)	8,128	255	Tonnes	In 2019 in our managed areas, we generated 255 tonnes less waste than 2015 baseline, which is the equivalent of over 300 typical UK households.
		-3%			
WATER Total water consumption CWG % change from 2012 baseline year	403,320 (2012)	359,882	43,438	M ³	In 2019, we used 43,438 cubic meters less water than 2012 baseline, which is the equivalent of 17 Olympic sized swimming pools.
		-11%			

Climate Action

DESCRIPTION	2019 PERFORMANCE	2020 TARGET
% of developments achieving EAM: CfSH L4 BREEAM Very Good / Excellent / Outstanding	100%	100%
% of electricity from Renewable Sources	100%	100%
% of tenants purchasing renewable electricity	Initial tenant review held in 2019	25%
% of suppliers with Science Based Targets (by spend)	5%	10%
% reduction on 2017 baseline from Scope 1 & 2 emissions and downstream leased assets (buildings owned by CWG)	+2.5% increase	15% decrease

2030 Vision

To achieve carbon emission reductions in line with climate science. All developments aspire to be net zero carbon, with a full review of our Scope 3 emissions.

Beyond Zero Waste

DESCRIPTION	2019 PERFORMANCE	2020 TARGET
% waste to landfill in managed areas	0%	0%
% waste recycled in managed offices	78%	83%
% waste recycled in retail	84%	85%
% waste recycled in infrastructure	77%	78%
% CWCL waste diverted from landfill (C, D, E)	99%	99%

2030 Vision

To aspire to be the world's leading circular economy.

Wellbeing & Biodiversity

DESCRIPTION	2019 PERFORMANCE	2020 TARGET
% Biodiversity Net Gain	1.6%	3%
Air Quality Initiatives	Establish a system to measure Estate air quality. Participate in Business Clean Air Taskforce	Implement further air quality initiatives on the Estate, e.g. make improvements to Estate 'No Idling Zones'
Implement CWG Health and Wellbeing Design Strategy on all new projects	20% (commercial projects only)	50% (commercial and residential projects)
Wellbeing Initiatives	Launch 'Time To' campaign	Establish Wellbeing Working Group

2030 Vision

To achieve an appropriate biodiversity net gain by 2030. To be defined as the leading residential and placemaking brand through many factors including facilitation of sustainable lifestyle choices.

Responsible Business

DESCRIPTION	2019 PERFORMANCE	2020 TARGET
GRESB	4-star rating	Achieve 5-star rating
Spend in Local Economy	36%	40%
Rollout of new sustainability training programme for staff	Commenced	50%
% of staff participating in community volunteering opportunities	5.1%	8%
Diversity and Inclusion	Publish Gender Pay Gap report	Define appropriate D+I metrics supported by internal and external drivers
Local people employed at CWG companies from the boroughs in which we operate	8.9%	10%

2030 Vision

To demonstrate our contribution to all 17 Sustainable Development Goals across our full value chain with the aim of being the world's first SDG-compliant city.

Governance

Our Corporate Responsibility Group (CRG) is made up of senior department heads from across the business and meets regularly to oversee the company's sustainability agenda.

This year, to ensure the CRG continues to have the strongest possible impact, we created four sub working groups to oversee the four key work streams. The working groups will meet quarterly, while the full CRG will continue to meet twice annually to provide updates and insights. Through these working groups,

the CRG will set challenging long-term targets as well as shorter term targets that will help keep us on track.

Our most recent materiality assessment was completed in 2018, and identified 17 material areas for us to prioritise, which span across our environmental, social and economic impacts. This helped us understand which areas we are already managing well, as well as which areas to focus on in the future, which helped inform our new strategy.



Reporting Period

The information in this report, published in July 2020, covers the period from 1 January 2019 to 31 December 2019 unless otherwise stated. To view our full report including all performance data, visit sustainability.canarywharf.com

The baseline for all our environmental performance data is 2012. To view earlier performance data, please refer to our 2012 Sustainability Report.

Assurance Statement



Bureau Veritas UK Ltd. ('Bureau Veritas') has provided independent assurance to Canary Wharf Group ('CWG') over the quantitative data and performance against targets contained within the Canary Wharf Group Sustainability Report 2020 published on CWG's website (<http://group.canarywharf.com/corporateresponsibility/>). The assurance process was conducted in line with the requirements of the International Standard on Assurance Engagements ('ISAE') 3000 Revised, Assurance Engagements Other than Audits or Reviews of Historical Financial Information, at limited level of assurance.

The full assurance statement with Bureau Veritas' independent opinion, scope of work, methodology, observations and limitations can be found at <http://group.canarywharf.com/corporate-responsibility>.

London, July 2020



**We welcome comments on this
Canary Wharf Group report.**

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2018 entry by Amanda Burgess

